Appendix 1 to Terms & Conditions

nShift Ship & Track Scope of Support

nShift
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1 Customer support and service levels nShift Ship & Track

This document outlines the scope of support provided by the nShift Customer Support team in relation to nShift's customer support services. During the term of your active support agreement, nShift will provide the following services based on commercially reasonable endeavours:

- Expert guidance on technical aspects of nShift solutions.
- Troubleshooting of incidents related to system performance and function in customer test and production environment and nShift Cloud environments.
- Incident triage, communication and closure related to issues raised by customers that are accepted as defects by nShift's product organization.
- Troubleshooting connectivity with third party carrier systems.
- Communication and update on issues within the standard support process, but not related to product enhancements.
- Telephone support access as needed to help resolve issues in the most efficient manner.
- Where needed specific appointments will be made to engage in remote access or online web conferencing sessions using TeamViewer or Microsoft Teams.

This document also covers product performance and product maintenance characteristics. The latest version is available on nShift's website at this location: https://nshift.com/scope-of-support

2 Working with Customer Support

There are different types of support cases and classifications of priorities along with multiple ways to contact support, we suggest that you consider the information below to make sure you get the appropriate response based on the impact of your request:

2.1 Classification and Priority levels

nShift defines incident priority based on the severity of the issues that are encountered. If you feel your incident is not classified in the correct manner, we encourage you to get in touch with us via the local support line number which you can access here.

Classification

The classification that will be assigned to the case is based on the following definitions:

Incident	An unplanned interruption to your nShift solution or a reduction in the quality of its services or uptime.
Service Request	A request for information, advice, a standard change, or access to your existing nShift solution.
Question	A question about product or price.

Priority

Priority 1	With no workaround, where the use of a critical system is impossible in the production environment, or severely risks critical business operations (e.g., label print, business critical API's, business critical web services, and business critical data exports).

Priority 2	With no workaround, where major functionality is severely affected or restricted, but not causing immediate work stoppage, and operation can continue in a restricted fashion.
Priority 3	Where there is a moderate loss or degradation of services, but work can reasonably continue in an impaired manner.
Priority 4	Where there is a minor loss or degradation of services, but work can reasonably continue in an impaired manner.

2.2 Logging of Support Cases

First, we recommend visiting our Help Center. By signing into our Help Center, you will get full access to all your previously submitted requests, in addition to finding useful information and guides that might help you without having to wait for live support. You can also follow our System Status updates and Release notes to make sure you always get notified on what's happening. The Help Center is available to everyone, 24/7.

Should you not find the solution by yourself you can create a support ticket via our support webform, which you can access here!

The webform is the best way to submit tickets to us as the initial information you provide will help us answer your question more quickly and effectively.

For Priority 1 Incidents we recommend using our webform first, and then calling us directly on one of the relevant support numbers. That way you can quickly access a qualified support engineer, and they will have the summary ready in the ticket you created. Regarding ongoing incident progression there are various ways to continue the dialogue including:

- Telephone, Email and Help Center portal for day-to-day communications.
- Escalation support via telephone & Email as needed.
- Remote technical support sessions as agreed.

Priority 1 and 2 incidents will be reviewed in daily stand-up calls within the support teams and during this process incidents are escalated or de-prioritized based on status and actions. It is important to maintain the communication cadence to ensure the incident is not de-prioritized. Communication must be bi-directional and timely to ensure that the ticket priority and status is maintained. If an incident is not responded to pending 3 reminders after the last update, then the ticket may be closed.

When a priority 1 incident has been confirmed, nShift support will treat a priority 1 incident above all other lower priority rated incidents, until an immediate solution or workaround is identified to resolve the issue or to reduce the urgency and impact (priority). If no immediate solution or workaround is identified, then the Priority 1 incident will be escalated to our advanced support groups for best available ownership.

3 Customer Support levels

Table 1: nShift Ship & Track Customer Service				
Customer Service Metric	**Essential**	**Professional**	**Premium**	**Enterprise**
Served By				
Within Business Days/Hours	Help Desk	Help Desk	Help Desk	Enterprise Desk

Within Business Days/Extended Hours	N/A	N/A	Emergency Response Center **	Emergency Response Center **
Outside Business Days/Extended Hours (incl. Bank Holidays)	N/A	N/A	N/A	Emergency Response Center **
Accessible To				
Within Business Days/Hours	All	All	All	All
Within Business Days/Extended Hours coverage	N/A	N/A	3 nominated users	5 nominated users
Outside Business Days/Extended Hours (incl. Bank Holidays) coverage	N/A	N/A	N/A	5 nominated users
Language				
Within Business Days/Hours (Phone Only)	Local *	Local *	Local *	Local *
Within Business Days/Extended Hours	N/A	N/A	English	English
Outside Business Days/Extended Hours (incl. Bank Holidays)	N/A	N/A	N/A	English
Availability				
Days	Local business days	Local business days	Local business days	Local business days
Operating Hours	08:00 – 16:00 (CET)	08:00 – 16:00 (CET)	08:00 – 20:00 (CET)	24x7**
Channels available within Business hours/extended hours	Phone, Email, Help Center	Phone, Email, Help Center	Phone, Email, Help Center	Phone, Email, Help Center
Channels available outside Business hours/extended hours	Help Center	Help Center	Phone, Email, Help Center	Phone, Email, Help Center
Target First Response Time				
Enquiries submitted via phone during business hours	15 Minutes	10 Minutes	5 Minutes	5 Minutes
Enquiries submitted via email/Help Center	8 Business hours	6 Business hours	4 Business hours	2 Calendar hours
Target Incident Update Frequency				
Incident Priority 1	Every 8 Business Hours	Every 6 Business Hours	Every 4 Business Hours	Every 2 Business Hours
Incident Priority 2	Every 16 Business Hours	Every 12 Business Hours	Every 8 Business Hours	Every 4 Business Hours
Incident Priority 3	10 Business Days	7 Business Days	5 Business Days	3 Business Days
Incident Priority 4	Every 30 Business Days	Every 20 Business Days	Every 15 Business Days	Every 10 Business Days
Measurement Period	Calendar Year	Calendar Year	Calendar Year	Calendar Year
SLA Performance Report	N/A	N/A	N/A	Available

** Case submission is English and where commercially reasonable phone support will be provided in local language which today is Finnish, Swedish, Danish, Norwegian, and English. If the Customer is located in a country where nShift does not operate a local language Help Desk, the language will be English. Fastest response times can be assured in English.*

***Emergency Response Center services only covers Priority 1 and 2 incidents and will only work in English.*

3.1 Scope of Support

The scope of support outlines what is included and excluded within the standard service provided by nShift support and is provided to those customers with a valid support & maintenance contract.

3.1.1 Included within the Scope of Support

- System advice and guidance.
- Adjustments to standard configurations/integrations.
- Break/Fix of Incidents with root cause within the nShift platform.
- Troubleshooting warnings, errors, and exceptions.
- Validating product and carrier configurations.
- Providing guidance on how to access new releases, patches, and internal builds.
- Provide insights and clarification on specifications and pre-requisites.
- Updates to carrier configurations instigated by the carriers.
- General questions & documentation for Product APIs.
- Root cause analysis of Incidents P1 and P2 on the nShift Platform.
- Incident reports for Incidents P1 and P2.
- 24/7 usage of the nShift Help Center.

3.1.2 Excluded from the Scope of Support

- Adding new carrier connectivity (from library or new development).
- Adding new actors, locations, integrations, or test environments.
- Creation or adjustments of custom price calculation, shipping rules or checkout options.
- Move/re-install On-premises solution or migration to other Book & Print solution.
- Maintenance of customer SQL, local backups, disk space maintenance, log cleansing.
- Troubleshooting of customer hardware which includes (but not limited to): Printers, scanners, wrappers, scales, or PDA's.
- Projects & Consultancy.

3.1.3 Not Supported

- Troubleshooting of third-party environments, hardware, or systems.
- Break Fix of customer network or gateway configurations, blocking communication.

For areas that fall outside the Scope of Support, we recommend that you consult with our Professional Services team for guidance. If you do not have a regular contact at nShift and want help in this regard, please raise a Service Request through our Help Center and we will facilitate the conversation for you.

Where possible, nShift will resolve the issue within its own means and capabilities. However, at times it may be needed to run shared desktop sessions to troubleshoot the issue in detail.

3.2 Help Desk service level definitions

Target First Response Time:

The time elapsed from a customer enquiry is registered as received in nShift's customer service system until the Customer receives a first reply from a technical representative by phone or email.

Target Update Frequency:

The time elapsed between each time the Customer is notified by a technical representative of the status of a reported Incident until the Incident is solved. Measurement starts from when the Incident is first registered in nShift's customer service system.

For all Customer Service metrics, the measurement is calculated as a percentage of enquiries from the Customer that meet the performance target, divided by all enquiries from the Customer over a given period.

4 Product use, maintenance and life cycle

4.1 Service levels and availability of the product services

Availability of the nShift platforms shall as a minimum meet the Service uptime provided in Table 2 for the applicable SLA Plan. The Supplier provides a catalogue of web services and APIs hosted by the Supplier. These web services serve as back-end components for nShift On-Premises installations, nShift web applications or the Customer's native business applications.

Metric		Essential	Professional	Premium
Service uptime		99.9%	99.9%	99.9%
Service Response Time	Business Critical Single* Transactions	300 ms	300 ms	300 ms
Target Service Response Time	ShipAdvisor (GetShipAdvise)**	2,000 ms	2,000 ms	2,000 ms
API Call Limit	Maximum requests per minute, per endpoint***	200	400	700

** A single transaction refers to an agreed unit of measure; parcel, shipment, label, API call etc. When measuring response time for multi-transactions or batches, the total response time is calculated by multiplying with number of transactions.*

*** GetShipAdvise is a multi-transaction request type used by ShipAdvisor to retrieve shipping options. Response time will depend on customer specific configuration, including numbers of carriers and delivery services used.*

**** Does not apply to shipment creation (Shipment Server API)*

Successfully meeting these metrics is contingent on full compliance by the Customer with the Supplier's system requirements, which are available to view in the nShift Help Center.

4.2 SLA Measurement

Measurement of availability and performance is subject to the following specifications:

Service Uptime:

The Supplier monitors Service uptime by submitting regular requests to check whether the service is live. The Uptime is calculated as the percent of successful requests from the total number of requests made. Planned maintenance is excluded in calculating Service uptime.

Service Response Time:

Measured as processing time from start to end at the Supplier's servers, excluding any third-party services.

4.3 API Call limits

To maintain a high level of availability and provide superior quality of service, the Supplier limits the API call usage per endpoint. A certain number of requests are allowed per minute depending on the subscription plan. If the Customer exceeds the daily limit or otherwise abuses the service, the API may stop working temporarily. If the Customer continues to exceed this limit, the Customer's access to the nShift API may be blocked. If there is a need for volume increases, The Customer can buy higher limits or upgrade their plan. See Table 2 for limits per plan.

4.4 Load testing

Load and performance testing in the Supplier's production environment done by the Customer is prohibited. Exceptions might be granted after special agreements with the Supplier in advance. Please apply for approval in good time before the test(s) will take place, and a minimum of 10 days. Not notifying the Supplier of such tests, might result in the temporary disabling of the Customer's account.

4.5 Maintenance

All maintenance of the nShift platforms is attempted to be completed without any disturbances or downtime to the affected services. Planned maintenance that requires downtime is communicated a minimum of 14 days prior to the maintenance.

nShift has the right to perform emergency maintenance to ensure general availability and adequate security levels of the nShift platforms within a shorter notification period.

4.6 Data Storage

Customer data will be stored and made available in the customer portal by nShift free of charge for a maximum of 24 months. For each year that data is stored beyond a 24-month period an additional 5% charge will be applied to the Subscription fee invoiced as 'Data Storage Fee', to avoid data storage related fees the Customer can opt for automatic deletion of data after a set period of time and also choose to export the data to be stored in a location of the Customers choice.

4.7 Product End-of-Life Policy

Products reach the end of their product life cycle for a number of reasons. These reasons include market demands, technology innovation and development driving changes, or the products simply mature over time and are replaced by new technology.

While this is an established part of the overall product life cycle, nShift recognizes that end-of-life milestones often prompts Customers to review the way in which such milestones impact the nShift products in their environment. nShift End of Life Policy applies to hardware, software, and services, including subscriptions, and offers that combine any of the foregoing.

External notification will appear in the Help Center on the Supplier's webpage. Please visit this site regularly, or subscribe to it, as it contains useful information regarding nShift end-of-life program. Sign up to the Supplier's newsletter service to receive notifications.